

THE EUROPEAN COMMISSION
Communication Directorate-General



Quarterly Activity Report
January to March 2008

Table 1: Enquiries Per Source / Per Country (all)
Current Quarter

EU-15																				
	Austria	Belgium	Denmark	Finland	France	Germany	Greece	Ireland	Italy	Lux.	Netherl.	Portugal	Spain	Sweden	UK	TOTAL EU-15	New Member States *	Non-EU **	Unknown ***	TOTAL
Calls	208	936	124	111	1387	2013	330	151	895	57	595	236	800	236	1278	9357	811	225	0	10393
Emails	196	640	142	127	1084	1134	274	154	1122	32	497	342	889	265	870	7768	1495	2019	334	11616
Web Assistance	6	103	10	4	120	44	35	20	88	5	28	16	124	30	133	766	177	184	0	1127
TOTALS	410	1679	276	242	2591	3191	639	325	2105	94	1120	594	1813	531	2281	17891	2483	2428	334	23136

* see table 3 for a detailed breakdown

** see table 4 for a detailed breakdown

*** "Unknown" refers to enquiries for which the country of origin could not be identified on the basis of address or message content

Figure 1: Enquiries per Source/per Country

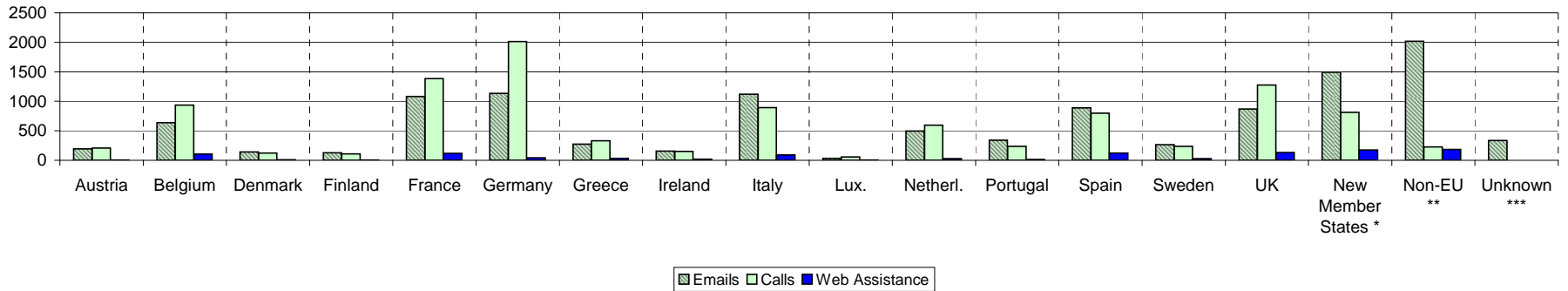


Figure 2: Handled Enquiries Per Type

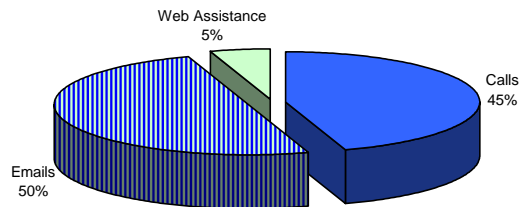


Figure 3: Enquiries per Category of Countries

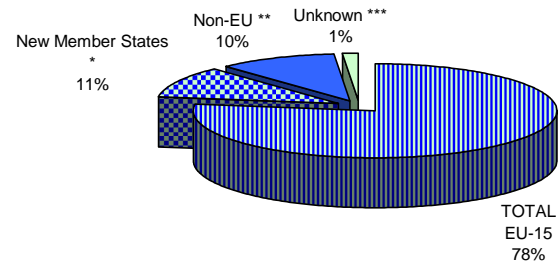


Table 2: Enquiries Per Source / Per Country
EU 15

		Previous Quarter		Total per country	Current Quarter					
		AVERAGE	TOTALS		JAN	FEB	MAR	AVERAGE	TOTALS	Total per country
Austria	Calls	80	241	477	73	91	44	69	208	410
	Emails	76	228		92	67	37	65	196	
	Web A.	3	8		0	2	4	2	6	
Belgium	Calls	355	1065	1913	385	345	206	312	936	1679
	Emails	241	722		242	250	148	213	640	
	Web A.	42	126		43	41	19	34	103	
Denmark	Calls	49	147	328	47	38	39	41	124	276
	Emails	56	169		63	50	29	47	142	
	Web A.	4	12		3	4	3	3	10	
Finland	Calls	45	134	310	28	60	23	37	111	242
	Emails	53	158		54	42	31	42	127	
	Web A.	6	18		0	2	2	1	4	
France	Calls	500	1499	2863	635	492	260	462	1387	2591
	Emails	400	1201		398	431	255	361	1084	
	Web A.	54	163		60	34	26	40	120	
Germany	Calls	733	2198	3523	860	737	416	671	2013	3191
	Emails	427	1282		482	422	230	378	1134	
	Web A.	14	43		22	11	11	15	44	
Greece	Calls	123	369	712	120	125	85	110	330	639
	Emails	100	301		115	97	62	91	274	
	Web A.	14	42		16	14	5	12	35	
Ireland	Calls	67	200	395	63	57	31	50	151	325
	Emails	58	174		63	53	38	51	154	
	Web A.	7	21		11	6	3	7	20	
Italy	Calls	274	822	2127	383	369	143	298	895	2105
	Emails	397	1190		444	417	261	374	1122	
	Web A.	38	115		39	26	23	29	88	
Lux.	Calls	15	46	97	23	26	8	19	57	94
	Emails	14	42		15	11	6	11	32	
	Web A.	3	9		3	0	2	2	5	
Neth.	Calls	187	561	1137	223	234	138	198	595	1120
	Emails	177	530		230	157	110	166	497	
	Web A.	15	46		7	8	13	9	28	
Portugal	Calls	111	333	699	117	75	44	79	236	594
	Emails	110	331		127	139	76	114	342	
	Web A.	12	35		9	4	3	5	16	
Spain	Calls	334	1001	2145	396	298	106	267	800	1813
	Emails	338	1015		346	349	194	296	889	
	Web A.	43	129		56	46	22	41	124	
Sweden	Calls	86	259	622	78	104	54	79	236	531
	Emails	111	333		95	111	59	88	265	
	Web A.	10	30		11	14	5	10	30	
UK	Calls	418	1254	2247	459	468	351	426	1278	2281
	Emails	290	871		369	301	200	290	870	
	Web A.	41	122		61	43	29	44	133	
TOTAL EU-15				19595	17891					

Figure 4: No. of Enquiries per Country, per Source
EU 15

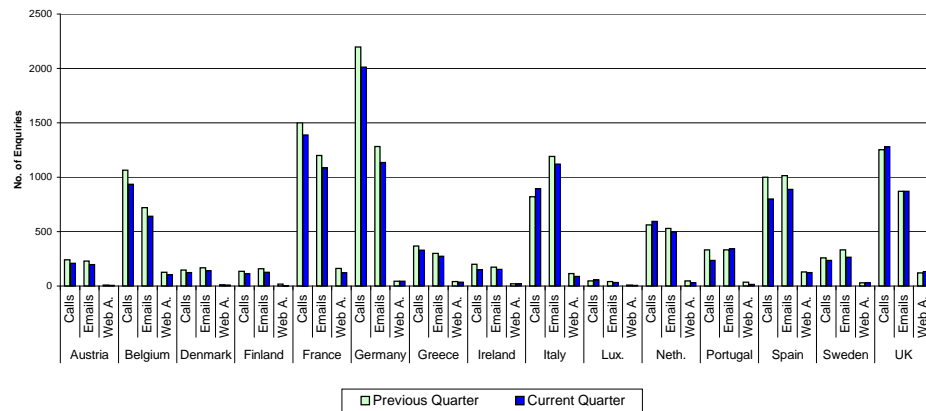
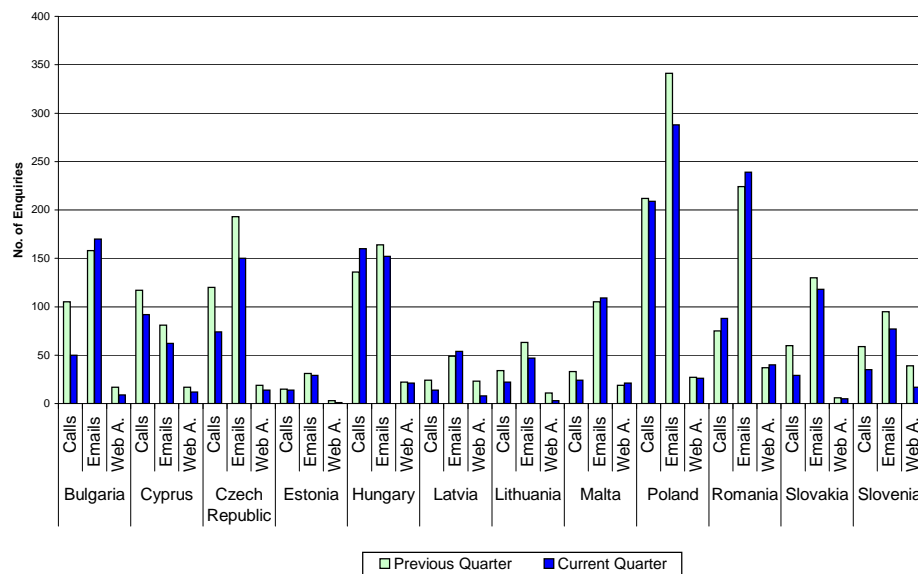


Table 3: Enquiries Per Source / Per Country
New Member States

		Previous Quarter		Total per country	Current Quarter				
		AVERAGE	TOTALS		JAN	FEB	MAR	AVERAGE	TOTALS
Bulgaria	Calls	35	105	280	26	18	6	17	50
	Emails	53	158		63	70	37	57	170
	Web A.	6	17		4	3	2	3	9
Cyprus	Calls	39	117	215	44	30	18	31	92
	Emails	27	81		29	21	12	21	62
	Web A.	6	17		5	6	1	4	12
Czech Republic	Calls	40	120	332	31	28	15	25	74
	Emails	64	193		60	66	24	50	150
	Web A.	6	19		8	3	3	5	14
Estonia	Calls	5	15	49	2	8	4	5	14
	Emails	10	31		12	8	9	10	29
	Web A.	1	3		0	1	0	0	1
Hungary	Calls	45	136	322	68	52	40	53	160
	Emails	55	164		64	54	34	51	152
	Web A.	7	22		4	8	9	7	21
Latvia	Calls	8	24	96	7	4	3	5	14
	Emails	16	49		25	17	12	18	54
	Web A.	8	23		2	3	3	3	8
Lithuania	Calls	11	34	108	12	8	2	7	22
	Emails	21	63		19	16	12	16	47
	Web A.	4	11		2	0	1	1	3
Malta	Calls	11	33	157	16	6	2	8	24
	Emails	35	105		29	60	20	36	109
	Web A.	6	19		7	9	5	7	21
Poland	Calls	71	212	580	99	84	26	70	209
	Emails	114	341		129	93	66	96	288
	Web A.	9	27		12	9	5	9	26
Romania	Calls	25	75	336	28	40	20	29	88
	Emails	75	224		101	91	47	80	239
	Web A.	12	37		17	19	4	13	40
Slovakia	Calls	20	60	196	16	9	4	10	29
	Emails	43	130		36	53	29	39	118
	Web A.	2	6		4	0	1	2	5
Slovenia	Calls	20	59	193	13	9	13	12	35
	Emails	32	95		35	25	17	26	77
	Web A.	13	39		10	4	3	6	17
TOTAL New Member States				2864	2483				

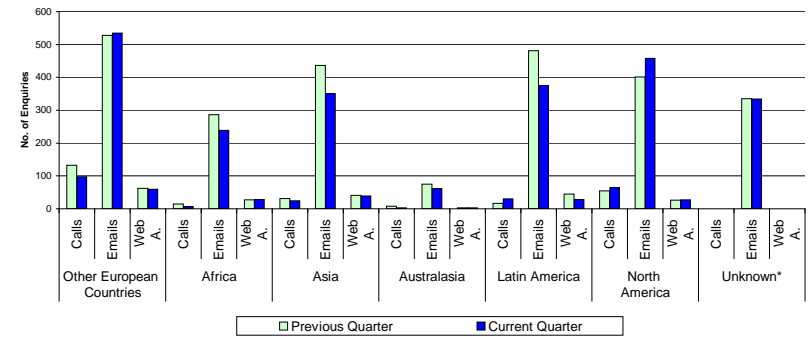
Figure 5: No. of Enquiries per Country, per Source
New Member States



**Table 4: Enquiries Per Source / Per Country
Non EU Countries**

		Previous Quarter					Total per country	Current Quarter					Total per country
		OCT	NOV	DEC	AVERAGE	TOTALS		JAN	FEB	MAR	AVERAGE	TOTALS	
Other European Countries	Calls	46	50	36	44	132	722	47	41	9	32	97	
	Emails	177	203	148	176	528		187	228	120	178	535	
	Web A.	13	37	12	21	62		30	23	6	20	59	
Africa	Calls	6	3	6	5	15	328	2	1	4	2	7	
	Emails	120	109	57	95	286		105	84	50	80	239	
	Web A.	19	5	3	9	27		14	11	3	9	28	
Asia	Calls	10	15	6	10	31	508	10	7	7	8	24	
	Emails	152	162	122	145	436		133	126	92	117	351	
	Web A.	16	17	8	14	41		20	13	6	13	39	
Australasia	Calls	3	4	1	3	8	86	2	1	0	1	3	
	Emails	24	30	21	25	75		20	33	8	20	61	
	Web A.	1	2	0	1	3		2	1	0	1	3	
Latin America	Calls	6	8	3	6	17	543	14	9	7	10	30	
	Emails	179	178	124	160	481		147	143	85	125	375	
	Web A.	24	15	6	15	45		11	10	7	9	28	
North America	Calls	23	20	12	18	55	482	28	20	16	21	64	
	Emails	147	141	113	134	401		159	197	102	153	458	
	Web A.	8	8	10	9	26		11	9	7	9	27	
TOTAL Non EU Countries							2669						2428
Unknown*	Calls	0	0	0	0	0	335	0	0	0	0	0	
	Emails	132	116	87	112	335		115	126	93	111	334	
	Web A.	0	0	0	0	0		0	0	0	0	0	

**Figure 6: No. of Enquiries per Country, per Source
Non EU Countries**



* "Unknown" refers to enquiries for which the country of origin could not be identified on the basis of address or message content

Table 5: Enquiries Per Source / Per Language

		Previous Quarter		Total per Language	Current Quarter					
		AVERAGE	TOTALS		JAN	FEB	MAR	AVERAGE	TOTALS	Total per Language
Bulgarian	Calls	35	104	222	17	5	2	8	24	131
	Emails	39	118		51	47	9	36	107	
Czech	Calls	34	103	250	16	13	0	10	29	134
	Emails	49	147		44	47	14	35	105	
Danish	Calls	34	102	222	20	10	8	13	38	145
	Emails	40	120		50	31	26	36	107	
Dutch	Calls	247	740	1406	240	222	135	199	597	1185
	Emails	222	666		254	196	138	196	588	
English	Calls	850	2551	8410	1155	1360	921	1145	3436	8974
	Emails	1591	4773		1736	1837	1060	1544	4633	
	Web A.	362	1086		396	319	190	302	905	
Estonian	Calls	5	15	37	2	7	3	4	12	35
	Emails	7	22		10	6	7	8	23	
Finnish	Calls	41	124	230	21	43	13	26	77	160
	Emails	35	106		36	25	22	28	83	
French	Calls	664	1991	3835	789	615	297	567	1701	3349
	Emails	522	1567		541	533	352	475	1426	
	Web A.	92	277		108	68	46	74	222	
German	Calls	771	2314	3599	849	695	372	639	1916	3040
	Emails	428	1285		482	427	215	375	1124	
Greek	Calls	149	446	680	127	109	61	99	297	462
	Emails	78	234		85	49	31	55	165	
Hungarian	Calls	44	131	274	62	26	37	42	125	248
	Emails	48	143		51	43	29	41	123	
Irish	Calls	1	3	3	0	0	0	0	0	0
	Emails	0	0		0	0	0	0	0	
Italian	Calls	266	798	1744	367	330	113	270	810	1686
	Emails	301	946		354	314	208	292	876	
Latvian	Calls	6	18	53	3	4	2	3	9	46
	Emails	12	35		19	11	7	12	37	
Lithuanian	Calls	15	44	91	9	7	1	6	17	43
	Emails	16	47		12	10	4	9	26	
Maltese	Calls	0	18	29	7	5	1	4	13	29
	Emails	0	11		7	8	1	5	16	
Polish	Calls	71	214	515	98	77	17	64	192	435
	Emails	100	301		112	70	61	81	243	
Portuguese	Calls	103	309	696	117	15	30	54	162	515
	Emails	129	387		132	144	77	118	353	
Romanian	Calls	20	61	234	11	23	13	16	47	251
	Emails	58	173		85	78	41	68	204	
Slovak	Calls	19	58	171	11	5	0	5	16	128
	Emails	38	113		38	54	20	37	112	
Slovene	Calls	18	53	118	13	22	7	14	42	87
	Emails	22	65		24	13	8	15	45	
Spanish	Calls	314	943	2178	364	234	77	225	675	1694
	Emails	412	1235		396	402	221	340	1019	
Swedish	Calls	79	237	466	57	66	35	53	158	359
	Emails	76	229		85	71	45	67	201	

Figure 7: No of Enquiries per Language, per Source

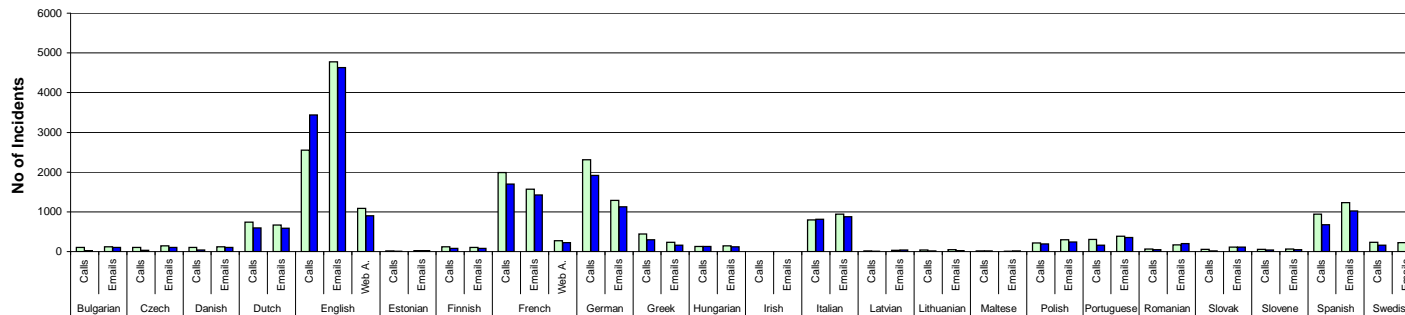


Table 6: Enquiries Per Economic Category of Callers

	Previous Quarter				Current Quarter			
	OCT	NOV	DEC	TOTAL	JAN	FEB	MAR	TOTAL
Employed	5252	5050	3334	13636	5398	4661	2441	12500
Homemaker, not seeking employment	65	58	36	159	50	50	28	128
Retired	218	232	159	609	253	192	121	566
Self-employed	487	489	370	1346	477	472	255	1204
Student, Trainee, Researcher	651	732	496	1879	606	569	316	1491
Unemployed, Jobseeker	230	210	134	574	196	182	96	474
Other/Unknown	2873	2575	1812	7260	2483	2570	1720	6773

Note 1: Users of EUROPE DIRECT are not obliged to communicate these personal data. We can therefore not guarantee the representativity of these data.

Figure 8: Percentage of Enquiries per Category of Callers Current Quarter

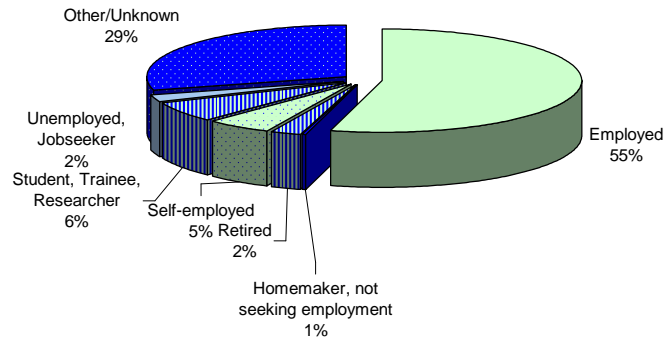


Figure 9: Enquiries per Category of Callers

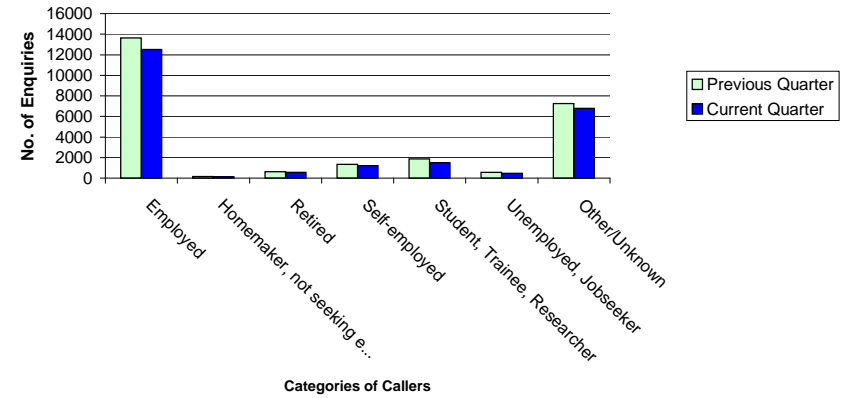


Table 13: Enquiries Per EU Topic

January to March 2008

TOP 10 SUBJECTS	TOTAL
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	5080
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	4391
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMEs, HARMONISATION/STANDARDISATION	1527
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	1368
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	1185
ENVIRONMENT	752
ENERGY & TRANSPORT	705
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS-ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	672
INTERNAL MARKET	592
CUSTOMS & TAXATION	538
SUB TOTAL Top 10 Subjects	16810

BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC		
Topic	Subtopic	TOTAL
Cross Border Issues: To Travel	* AIR PASSENGERS' RIGHTS	1999
	* CUSTOMS RELATED QUESTIONS	81
To Work	* WORKING IN ANOTHER MEMBER STATE	576
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	380
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	224
	* LABOUR LAW	90
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	936
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	584
	* RECOGNITION OF DIPLOMAS	210
Grand Total		5080

BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC		
Topic	Subtopic	TOTAL
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	413
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	233
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	876
	* HISTORY & SYMBOLS	204
Financing of the EU	* EU BUDGET: RESOURCES & EXPENDITURE	52
Functioning of the Institutions	* GENERAL INSTITUTION RELATED QUESTIONS	2193
	* PERSONNEL	361
	* VISITS	59
Grand Total		4391

OTHER SPECIFIC POLICIES, INCLUDING INTERNAL MARKET SERVICES, AGRICULTURE & RURAL DEVELOPMENT, COMPETITION, REGIONAL POLICY, RESEARCH & INNOVATION, CULTURE, INFORMATION SOCIETY & MEDIA, ECONOMIC & MONETARY AFFAIRS, FISHERIES & MARITIME AFFAIRS	2439
PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS).	2251
EXPORT HELPDESK	213
RESEARCH ENQUIRY SERVICE	1423
GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP	23136